



Report to Community 2019





As I look back over the past year, my final year serving as Chair of the Board of carya, I think of the unprecedented challenges faced since the last Annual Report, as well as the opportunities that lie ahead for this great organization. 2019 presented some familiar challenges, as economic and social pressures in Calgary continued to make their presence felt. These challenges only serve to highlight the continuing need for carya's services within our communities, and the value that such support provides to so many people in challenging times.

2020 will be forever be etched in people's minds as the year that a global pandemic changed everything. carya, as always, was a first-responder organization in helping overcome the impacts of COVID-19, often felt most acutely by the most vulnerable in our communities. carya was there to react in the face of crisis, as we have been for 110 years, supporting and helping the people of our city.

This has been a year of change for carya's leadership. Monique, carya's new CEO, has a deep passion for the work we do and is a collaborative and innovative leader who delivers transformational results. Monique and Dave will without doubt continue carya's work with great vision, with the support of an enormously talented group of people within the organization.

- Ray Chartier, Chair of the Board



I am thrilled to be writing this letter as carya's new CEO, following in the footsteps of Sue Mallon and so many strong female leaders who came before her.

Sue leaves behind a talented leadership team, along with so many capable and hard working administrative and front line staff. These people are the heart and soul of carya, and I look forward to listening to and learning from them as we work together to lift carya to new heights.

While carya has consistently done great things, they've often done them quietly, working hard behind the scenes while remaining a relative unknown. As we look forward, I am committed to changing that. Our brand new Village Commons space in East Village will be one important piece of this strategy.

This community space will showcase many of our current programs along with some exciting brand new offerings, and I am so excited to see it open its doors in early 2021.

These past few months have been difficult, and there will certainly be hard times ahead. But as COVID-19 continues to reshape our lives, it is clear to me that the work that carya does is more important than ever. Building community, supporting mental health, and strengthening families has never been so vital. I look forward to supporting the team at carya as they continue to respond to the needs of Calgarians.

- Monique Auffrey, CEO



I am excited to be stepping in as Chair of the carya Board. During my years of serving as a Director on the Board, I have admired Sue and Ray's leadership. Monique and I have big shoes to fill, but I'm confident that we are up to the task.

As you are well aware, 2020 has dealt us all a blow, the impacts of which none of us could have foreseen. While we remain in the midst of the COVID-19 pandemic, carya continues to work through the initial response phases and meeting community need while simultaneously planning for recovery.

As always, the team at carya is moving at the speed of Calgary to meet our program participants where they need us most. carya has been here for more than a century, leaving no one behind.

Under Monique's leadership, and with the support of the executive team, I have nothing but confidence that carya will continue the exceptional work we've been doing for the last 110 years – building strong families and communities for generations.

- Dave Granger, Incoming Chair of the Board



The time has come for me to say goodbye. After over 17 years at carya, it is time for me to embark on a new journey of retirement.

The last year and a half has brought with it some interesting changes and challenges, but that is nothing that carya hasn't seen before. carya has always been about resilience and bouncing back - or perhaps I should say bouncing forward. In its 110 year history, carya has survived and thrived through two world wars, a major depression, countless boom and bust cycles, privatization of services, changes in funding, and more. There has never been a long status quo period in carya's – or Calgary's – history. Through the disruptions these past months have brought us, it was no surprise to me to see our amazing team doing what they always do – finding ways to bounce forward creatively, competently, and in ways that respond to what Calgarians need right now.

It is difficult to step away, but I am at peace because I know that it is the right time. I have complete faith that Monique, along with carya's leadership team, Board of Directors, and staff, will take the agency to heights I never could have imagined. New leadership is a golden opportunity to cast a new lens on old situations and move forward confidently in step with the times.

- Sue Mallon, Outgoing CEO

In our 2019 Report to Community, you'll read about how we are working toward our Strategic Goals

Provide quality social services to support individuals and their families

Demonstrate leadership and build sector and community capacity to effectively address complex social issues

Grow organizational capacity to effectively respond to community needs

Enhance organizational sustainability in order to support an effective continuum of services

Mission:

Engaging individuals, families and communities to realize their potential

Vision:

Strong families and communities for generations

Values:

Community, Integrity, Professionalism, Respect, Stewardship

1

Providing quality social services to support individuals and their families



Lina's Story

"When I started in the Starburst program in grade 7, I was very shy and didn't have a lot of friends. I was struggling with low self esteem and didn't really know where I fit in at school.

The program provided me with so many opportunities that I wouldn't have otherwise had access to due to my family's financial situation, like going camping, rock climbing, and horseback riding. I learned so much from my Starburst facilitator, including how to make good choices, how to cope with life's difficult moments, and how to find the people in my life that I can turn to for support.

Now that I'm in high school, I'm recognized as a leader by my classmates. My Starburst experience gave me the confidence to be a part of a number of school clubs and teams, including student council, debate club, and the soccer and volleyball teams. I've had a much easier time making friends and I truly feel like I can be myself. I'm heading to college to pursue Opthamology, and I know that I will use the lessons that I learned in Starburst there too."

Sheila's Story

Sheila is in her late sixties and living alone. She was eager to socialize and meet new friends, but had trouble finding opportunities to do so in her area. Her lack of social connections left her feeling lonely and stressed out.

Sheila was excited to discover that one of carya's Financial Education groups was being offered in her neighbourhood. Meeting once a week for six months, the group provided a chance for her to meet other community members, learn more about money management, and share her own financial knowledge with others. By the end of the program, she had made good friends with at least one other community member, and the two of them started doing activities together such as buying their groceries. The program provided her an opportunity to not only bolster her financial literacy, but also build lasting social connections.



*In 2019, carya helped over **19,000 older adults** find assistance and connections in their communities*

2 Demonstrating leadership and building sector and community capacity to effectively address complex social issues

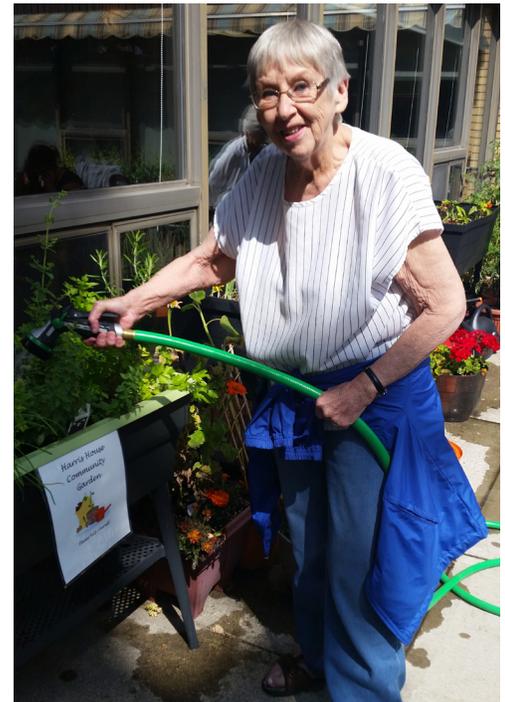


Launching Calgary AfterSchool's New Strategic Plan

In January of 2019, carya helped organize the launch of Calgary AfterSchool's new Strategic Plan. All of the programs in this City of Calgary initiative, which funds our Starbright and Odyssey programs for grade six youth, focus on social and emotional learning. Many of our youth program participants volunteered, including a participant from our Sirius program for high school girls who was the MC. A graduate from our Odyssey program also had the opportunity to interview Mayor Nenshi! We are grateful to the City of Calgary for their continued support of our youth programs.



*In 2019, carya helped **265 youth** build self esteem, develop healthy relationships, improve their leadership skills, and more*



Growing Food and Connections at Harris House

In the summer of 2019 residents of J.E. Harris House created a community garden with support from Chirp Foods. We helped residents clean up their unused outdoor patio, decide what to plant and when to water, and figure out how to use the fruits and vegetables they grew. The garden helped address the food insecurity that some of the residents of this building face and also gave them a common goal and a way to connect with their neighbours. We wrapped up gardening season by celebrating together at a final harvest dinner.

Popping Up to Share Our Happy News

In the summer of 2019, our Bowmont Families Together team put on their purple carya t-shirts and hauled tents, bubbles, chairs, licorice, blankets and sidewalk chalk around Bowness and Montgomery, all in an effort to encourage connection, play, and good times! Displays popped up over 18 times at playgrounds, in streets, and in parks, encouraging people to write their happy news on sticky notes to share with their community. The team learned that it's connections with people and experiences that bring the most happiness, no matter what your age is!



carya presents: Dr. Michael Ungar

Dr. Michael Ungar is Canada's leading resiliency expert. In September 2019, he presented at Mount Royal University to social workers, counsellors, educators, addictions workers, youth workers, family lawyers, and other human service professionals.

350 service providers attended and were given tools to better support children, youth, and families. When you add up the hundreds of people each provider interacts with daily, the overall impact is exponential across the city of Calgary, affecting thousands.



"At Dr. Ungar's workshop, I learned the importance of helping my clients find the family, school, workplace, and community resources that help them cope during a crisis. This has made a huge impact in my work as a counsellor"

3 Growing organizational capacity to effectively respond to community needs



Volunteer Profile: Deb Watson

Our Sirius program for high school girls and trans youth is supported by volunteer allies like Deb Watson who play a key role in creating a safe space for participants to belong and flourish.

"I learned so much more about myself and the youth than I ever could have imagined," says Deb. "I have learned to work with people that I don't have a natural connection to. I have reflected on topics that I wouldn't have otherwise thought about, which has helped me understand some of the issues that today's youth are facing. I wish that I had had access to resources like this very impactful and important program when I was young. "



In a survey of **carya's** 2020 Sirius participants, **100% of respondents** said their life was **positively changed** because of the program, and **100% would recommend the program to others.**



Village Commons

A place for everyone to belong

In cities like Calgary, it is increasingly difficult to create the sense of belonging that everyone needs to thrive. In inner-city neighbourhoods like East Village, most people live in apartments and condominiums. 65% of them, including many young professionals and older adults, live alone.

That's why **carya**, in partnership with Calgary Housing Company (CHC) and CMLC, is creating Village Commons, a community space in East Village that will welcome everyone to cook, create, engage, and access the mental health supports they need to thrive.

Village Commons will open its doors in early 2021.

Village Commons will feature:

- A community kitchen, with space for cooking classes, meal planning, and eating together
- An art studio, for classes and unstructured creative time
- Common areas, providing opportunities for people to socialize, connect, and build community
- Many of our existing programs, including financial coaching, older adult outreach, parenting programs, youth empowerment workshops, family and older adult counselling, recreation programs, and more
- Social enterprise opportunities (rentals for events, small businesses, kitchen incubators, and more) to help keep programs free or low cost

2019 at Village Commons

- CFEP grant received for \$600K
- FRANK Architects provide in-kind design with support from Concorde Group and Russell-Hendrix
- Business development activities begin
- carya Directors tour Community Food Centres and Food Share in Toronto to find inspiration for the community kitchen
- Offer to Lease is signed with CHC

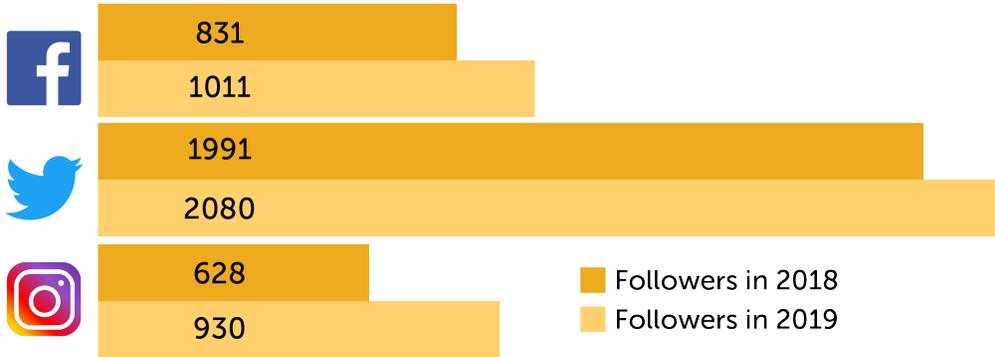


"We are pleased to have found such great partners in this project, and we are excited to be part of developing this important resource for the community". **Sarah Woodgate, President of Calgary Housing Company**

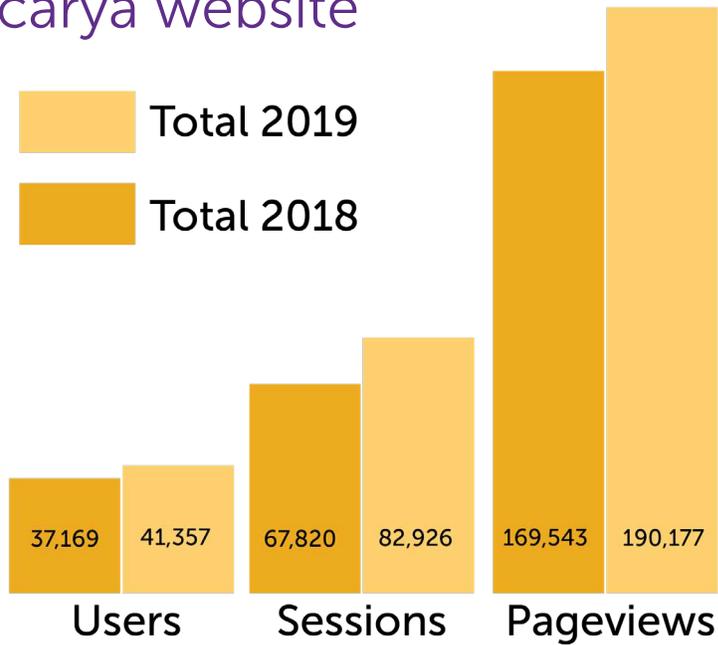
4 Enhancing organizational sustainability in order to support an effective continuum of services



By the numbers: carya social media



By the numbers: carya website



Donor Spotlight: Calgary Flames Foundation

Every year, the Calgary Flames Foundation gives back to the Calgary community, creating positive change and touching the lives of thousands. This year, carya has been one of the lucky recipients of funding from the Foundation, and their support has helped us make an impact in a number of important ways.



A three course lunch and virtual gathering for 74 older adults in celebration of Seniors Week



A generous donation from their COVID-19 Community Support Program helped us offer free counselling and mental health support to all Calgarians that needed it.



A virtual cooking class with some of our junior high Starburst youth - an opportunity for the girls to learn an important new skill and have fun while doing it!



Brian Armstrong, Executive Chef for Calgary Sports and Entertainment Corporation, has also supported carya with advice and insights in to how to make the most of the kitchen in our new Village Commons space. When asked why he chooses to support carya, Brian says "You need to support the community you live and work in. I want to share what I have learned to help ensure that everyone has access to nutritious food and has the ability to prepare their own meals."





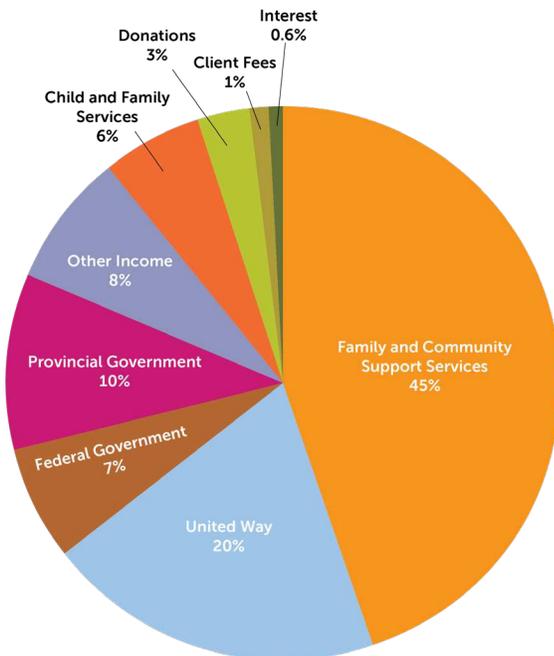
Since 1910, carya has been here for Calgarians. Our donors, funders, and supporters make our work possible.

Our programs help Calgarians from birth through older adulthood to realize their potential and build flourishing relationships. We work in communities across the city to reduce social isolation and bring people together. Whether we're helping a teenage girl graduate from high school, a mother bond with her new baby, a family avoid a life-altering crisis, or an older adult stay in the home they love, our impacts are diverse and far-reaching.

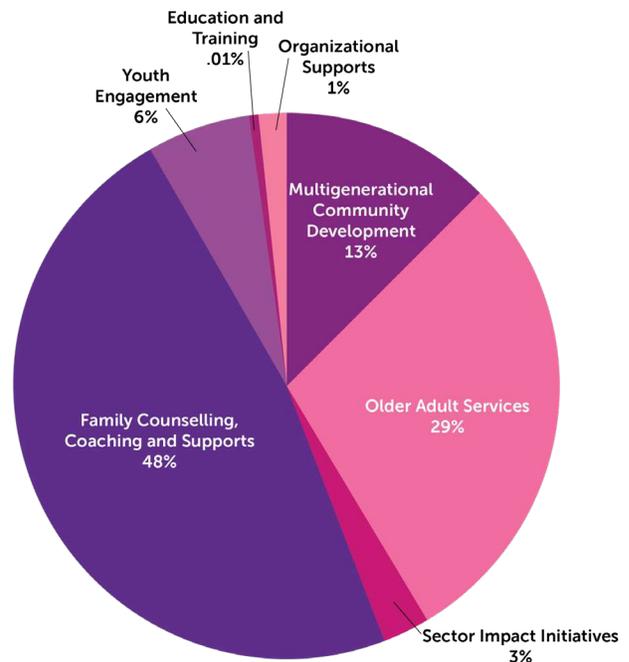
Calgary needs us. With your support, we'll be here for another century.



Revenue



Community Impact



Statement of Operations

Year ended December 31, 2019

| | GENERAL OPERATING FUND | PROGRAM TECHNOLOGY FUND | CAPITAL RESERVE FUND | TOTAL DECEMBER 31, 2019 | TOTAL DECEMBER 31, 2018 |
|--------------------------------------------|------------------------------|-------------------------------|----------------------------|-------------------------------|-------------------------------|
| Revenues | | | | | |
| United Way Grant | \$ 2,123,615 | \$ - | \$ - | \$ 2,123,615 | \$ 2,223,296 |
| United Way Donor | - | 26,064 | - | 26,064 | 17,750 |
| Federal Government | 746,067 | - | - | 746,067 | 990,959 |
| Provincial Government | 1,079,221 | - | - | 1,079,221 | 784,380 |
| FCSS | 4,956,290 | - | - | 4,956,290 | 4,923,790 |
| Child and Family Services | 643,707 | - | - | 643,707 | 639,957 |
| Client fees | 140,224 | - | - | 140,224 | 120,994 |
| Memberships | - | 210 | - | 210 | 235 |
| Charitable donations | 305,977 | 33,700 | - | 339,677 | 308,316 |
| Casino | 37,030 | - | - | 37,030 | 33,489 |
| Other | 839,602 | 18,662 | - | 858,264 | 673,470 |
| Interest | 34,974 | 26,526 | 4,696 | 66,196 | 51,036 |
| | 10,906,707 | 105,162 | 4,696 | 11,016,565 | 10,767,672 |
| Expenditures | | | | | |
| Amortization | 1,115 | 18,469 | - | 19,584 | 2,213 |
| Benefits | 1,174,191 | - | - | 1,174,191 | 1,130,969 |
| Building occupancy | 756,923 | 3,534 | - | 760,457 | 743,151 |
| Community relations | 31,935 | 3,128 | - | 35,063 | 68,060 |
| Contracted services | 999,172 | 153,331 | - | 1,152,503 | 1,107,421 |
| Office expenses | 240,306 | 5,205 | - | 245,511 | 195,293 |
| Program expenses | 238,982 | 5,961 | - | 244,943 | 279,876 |
| Recruitment | 2,045 | - | - | 2,045 | 2,672 |
| Salaries and wages | 7,080,077 | - | - | 7,080,077 | 6,816,155 |
| Staff development | 108,644 | 1,251 | - | 109,895 | 108,024 |
| Travel | 265,022 | 3,302 | - | 268,324 | 264,621 |
| | 10,898,412 | 194,181 | - | 11,092,593 | 10,718,455 |
| Excess of revenue over expenditures | \$ 8,295 | \$ (89,019) | \$ 4,696 | \$ (76,028) | \$ 49,217 |

Statement of Financial Position

As at December 31, 2019

| | GENERAL OPERATING FUND | PROGRAM TECHNOLOGY FUND | CAPITAL RESERVE FUND | TOTAL DECEMBER 31, 2019 | TOTAL DECEMBER 31, 2018 |
|----------------------------------------------------------|------------------------------|-------------------------------|----------------------------|-------------------------------|-------------------------------|
| Assets | | | | | |
| Current | | | | | |
| Cash and cash equivalents | \$ 612,764 | \$ - | \$ - | \$ 612,764 | \$ 790,363 |
| Investments | 81,552 | 1,639,908 | 278,540 | 2,000,000 | 2,000,000 |
| Accounts receivable | 461,546 | - | - | 461,546 | 283,810 |
| Prepaid expenses | 147,438 | - | - | 147,438 | 71,338 |
| | 1,303,300 | 1,639,908 | 278,540 | 3,221,748 | 3,145,511 |
| Rent deposit | 78,782 | - | - | 78,782 | 34,177 |
| Property and equipment | 166,498 | - | - | 166,498 | 1,392 |
| | \$ 1,548,580 | \$ 1,639,908 | \$ 278,540 | \$ 3,467,028 | \$ 3,181,080 |
| Liabilities | | | | | |
| Current | | | | | |
| Accounts payable and accrued liabilities | \$ 426,109 | \$ - | \$ - | \$ 426,109 | \$ 375,203 |
| Deferred revenue | 1,114,176 | - | - | 1,114,176 | 784,637 |
| Deferred contributions related to property and equipment | - | - | - | - | - |
| Deferred contributions related to rent | - | 172,814 | - | 172,814 | 191,283 |
| | 1,540,285 | 172,814 | - | 1,713,099 | 1,351,123 |
| Commitments | 8,295 | 1,467,094 | 278,540 | 1,753,929 | 1,829,957 |
| Fund balances | \$ 1,548,580 | \$ 1,639,908 | \$ 278,540 | \$ 3,467,028 | \$ 3,181,080 |

Statement of Changes in Fund Balance

Year ended December 31, 2019

| | GENERAL OPERATING FUND | PROGRAM TECHNOLOGY FUND | CAPITAL RESERVE FUND | TOTAL DECEMBER 31, 2019 | TOTAL DECEMBER 31, 2018 |
|-------------------------------------|------------------------------|-------------------------------|----------------------------|-------------------------------|-------------------------------|
| Balance, beginning of year | \$ 25,403 | \$ 1,530,710 | \$ 273,844 | \$ 1,829,957 | \$ 1,780,740 |
| Inter-fund allocation | (25,403) | 25,403 | - | - | - |
| Excess of revenue over expenditures | 8,295 | (89,019) | 4,696 | (76,028) | 49,217 |
| Balance, end of year | \$ 8,295 | \$ 1,467,094 | \$ 278,540 | \$ 1,753,929 | \$ 1,829,957 |

Thank you to our 2019 donors and funders

Core and Major Funders

Alberta Gaming and Liquor Commission
Children's Services
Family and Community Support Services
Federal Government
Justice Canada
National Crime Prevention Province of Alberta
The City of Calgary
United Way of Calgary

Foundations

Burns Memorial Fund
Calgary Parking Authority
PayPal Giving Fund
Shaw Charity Classic Foundation
Skip the Depot
The Anonymous Foundation
The Calgary Foundation
The Flames Foundation
The Shawana Foundation

Corporate

Amica Britannia
Benevity, Inc.
Calgary Sports and Entertainment Corporation
Canada Helps
Cenovus Energy
Charbar
Chirp Food Inc.
Coca-Cola Refreshments Canada
Confined Escape Rooms
Crescent Point Energy
EFW Radiology
First Connect Credit Union
Frank Architecture & Interior
Frisly Lilly East Village
Gail Urquhart Consulting
Hilton Garden Inn & Homewood Suites Calgary Downtown
LNS Chartered Accountants
Mad Monkey Apparel

Norton Rose Fulbright Canada
Perkins Restaurant & Bakery
Phil & Sebastian Coffee
Roasters Simmons Building
Scotiabank Calgary Marathon
Sidewalk Citizen Bakery & Eatery Simmons Building
Stampede City Gyro Club
Sweet Relief Pastries
Telus Communications
The Calgary Stampeders
United Way Donor Choice Program
Vintage Group

Service Clubs and Other

Align
Bowmont Seniors Assistance
Calgary South Rotary Partners
Good Companions 50 Plus Club
Kinette Club of Calgary
Leftovers Foundation
Parent Support Association
Project Linus
Social Venture Partners
Calgary
Society for Healthy Child Development

Individuals

Alan Martinez-Rojas
Amanda Reid
Amber Piedra
Anne Walton
Anonymous
Autumn Riley
Barbara Kerley
Barbara R Beaton
Barry Taylor
Beth Frank
Bo Masterson
Brendan Blair
Bridget Rouane
Carolyn D Frew

Carreen Unguran
Cathy Strand
Cathy Wouterse
Clifford Johnson
Craig Hulsman
David Brown
David Granger
David & Doreen Driscoll
Dawn Wheeler
Deborra Moore
Debra Stockdale
Dell Stephens
Denise Meade
Dianne Ferguson
Donna Evangelista
Duncan Johnson
Duncan Meade
Elaine S. Brown
Erin Hutchison
Esme Boyle
Geoff Lewis
Gillian Anderson
Gillian Cowan
Ha Chiem
Henry Popoff
Jamie C Berlie
Janet Schaerer
Jason Fiege
Jeanine Drouillard
Jennifer Moir
Joanne Chaloner
Joel Leclerc
Jolene F Livingston
Joy Ann Starr
Judy Zachariassen
Keith Tanner
Kennedy Wall
Kenneth Fanning
Kimberly J Savard
Krista Ring
Lauren Mangion
Laurie A. Strother
Leanna M Craig
Lily Lau-Porta

Linda D Tickner
Linda Hepper
Lynne Downey
Malory Lyness
Margaret Anne Fraser
John & Margaret Duddy
Maureen J. Osis
Michael Pargeter
Nadine P. Krenosky
Ned Shillington
Nicole Hill
Nina Vaughan
Peggy Scott
Peter Wettlaufer
Ray Chartier
Rio Liepert
Rob Zimmerman
Robert Drotar
Robert & Tamara Seiler
Ruby Elaine Mckiel
Samara A Kambeitz
Sandy Wagner
Sarah Meilleur
Shannon King
Shannon Loynachan
Shelagh Dunlop
Sol Zia
Sophie Burns
Stephen Lamb
Stuart Braidwood
Sanders
Susan Herman
Susan Mallon
Suzanne Costaschuk
Theresa Watson
Thomas David
Dougherty
Thomas Johnson
Todd Sutcliffe
Wendy Robinson
William Fridfinnson
William Redhead



180, 839 5th Avenue SW | Calgary, AB T2P 3C8

caryacalgary.ca